

## 1. Introduction

**Your responses to this "Improving Digital Inclusion and Broadband Infrastructure in Native Communities" needs assessment survey will help ensure a greater awareness of the role and needs of tribal libraries. Survey results will inform a national report that will be submitted to federal agencies, funders, tribal leaders, and other stakeholders who can help improve digital inclusion in Native communities.**

**All participating libraries will be credited in the final report. The survey will close at 5 PM CT on Monday, November 15, 2021.**

**The survey is funded by the Institute of Museum and Library Services and the Doris Duke Charitable Foundation. It is conducted by the Association of Tribal Archives, Libraries, and Museums in partnership with The Community Informatics Lab at Simmons University and the Native Nations Institute at the University of Arizona.**

## 2. Instructions

This survey should be completed by the library director or other employee who is most familiar with computer and technology use in the library. Only one survey per library should be completed.

The survey has 15 sections:

1. Introduction
2. Instructions
3. Tribal Library Information
4. Community Connectivity
5. Funding
6. E-Rate Funding
7. Public Computers and Internet Access
8. Patron Technology Services
9. Patron Technology Training
10. Technical Support and Website
11. Bandwidth and Internet Service
12. Technology Needs
13. Tribal Libraries Transform Lives
14. Additional Input
15. Contact Information

All responses are confidential and all questions are optional, although you are asked to be as thorough as possible.

To some extent, questions parallel a 2014 Digital Inclusion Study that has been instrumental in shaping policy, funding, and services for tribal libraries. For more information about the report and its recommended Action Items, read the [Digital Inclusion in Native Communities: The Role of Tribal Libraries](#) report.

The survey should take between 15 and 30 minutes to complete. As long as you are working from the same computer, you may leave the survey and come back to it as needed. After submitting the survey, you will be taken to the Digital Inclusion [website](#) where you may register for the Tuesday, October 19 Digital Inclusion Summit and learn more about the work of the council.

### 3. Tribal Library Information

1. Choose the best description of your library from the list shown below (select all that apply):

- Tribal lending library
- Tribal research library (non-lending)
- Tribal library that is part of a larger organization, i.e., museum/cultural center
- A tribal school library
- A tribal college/university library

Other (please specify)

2. What is the size of the population you serve?

- Less than 2,000
- At least 2,000 but less than 5,000
- At least 5,000 but less than 10,000
- At least 10,000 but less than 25,000
- At least 25,000 but less than 50,000
- More than 50,000

Other (please specify)

3. Is there a public library (non-tribal) within the service area of your tribal library?

- Yes
- No
- Don't know
- Not applicable

4. Does your State Library Agency provide the same services to tribal libraries that it provides to public libraries? If the State Library Agency provides services to tribal libraries, please describe the type of service in the comment box below. You may also use the space to identify services you wish your State Library Agency provided. Services may include access to subscription databases, participation in Summer Reading programs, staff training, website development, interlibrary loans, and other programs/services.

- Yes
- No
- Don't know

Please use this area to comment on the types of services your SLA provides or the types of services you wish it provided.

#### 4. Community Connectivity

5. In your estimation, what percentage of homes in your library's service area have reliable high-speed Internet access?

- Less than 20%
- Few of them (20 to 40%)
- Some of them (40 to 60%)
- Many of them (60 to 80%)
- Most of them (80 to 99%)
- All of them (100%)

6. In your estimation, are the needs of your community members who want access to computers and the Internet:

- Met all or most of the time
- Met some of the time
- Not met

Other (please specify)

## 5. Funding

### 7. How is your library technology funded?

	Receive Now	Plan to Receive	Do not Receive
Tribal government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Rate Discounts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Federal USDA Rural Development Community Connect Grant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IMLS Tribal Library Basic Grants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IMLS Tribal Library Enhancement Grants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State Government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local/County Government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fees/Fines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Donations/local fund raising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Special Events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private Foundation grants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Endowment Funds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

8. How does your library cover the cost of providing technology? Examples may include computers, hardware, internet service, and IT staff.

- The library pays directly for ALL of our technology costs
- The library pays directly for SOME of our technology costs
- We do not pay directly for any of our technology costs (for example, costs are paid by the tribal government or other source)

Please use this area to describe how your library's technology costs are covered.

## 6. E-Rate Funding

The E-rate program provides discounts to assist most schools and libraries in the United States to obtain affordable telecommunications and Internet access. The next few questions are intended to help us understand the impact of E-rate in tribal communities and barriers that may prevent tribal libraries from accessing this support.

9. Has your library applied for E-rate discounts?

- Yes
- No
- Unsure

10. If your library does not apply for E-rate, was it because (mark all the apply):

- Never heard of it
- The E-rate application process is too complicated
- Not sure if the library is eligible
- Not worth the time needed to participate in the program
- We were denied funding in the past and are discouraged from applying now
- We applied for E-rate in the past, but no longer find it necessary
- The filtering requirements are not acceptable
- Would like to find out more about it

11. If your library is, or will be, receiving E-rate discounts during the current year, please indicate for which services you will receive funds. Mark all that apply. You may skip this question if you do not participate in E-Rate funding.

- Internet connectivity
- Telecommunications service
- Internal connection costs

Other (please specify)

## 7. Public Computers and Internet Access

12. Does your library have a technology plan that helps guide equipment/software purchases, data management, and backup, security, public access policies, and other information technology issues?

- Yes, it is coordinated through the tribal government's plan
- Yes, it is specific to our library
- Yes, but it needs updating
- Working on it
- No

Other (please specify)

13. Over the last three years, describe your patrons' technology use:

	Stayed the same	Increased	Decreased	Don't offer	Don't know
Use of public computer workstations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of loaned laptops and other portable devices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Need for patron technology training or assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of library Internet access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of electronic resources such as eBooks and audio books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of Wi-fi Hot Spot lending	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)



14. Please describe changes in your patrons' technology use during the pandemic:

	Stayed the same	Increased	Decreased	Don't offer	Don't know
Use of public computer workstations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Loan of laptop computers and other portable devices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Need for patron technology training or assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of library Internet access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of electronic resources such as eBooks and audio books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of Wi-fi Hotspot lending	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

15. How many total desktop computers connected to the Internet does your library make available for public use? Enter zero if it does not make any computers available for public use.

16. Does your library make wireless laptop computers available for public use?

- No
- Yes, but only for in-library use
- Yes, for use in and out of the library

How many of these devices do you provide?

17. Does your library make wireless tablet devices available for public use? For example, iPad, Kindle Fire, etc.

- No
- Yes, but only for in-library use.
- Yes, for use in or out of the library.

How many of these devices do you provide?

18. What percentage of your public access computers, tablets, or other devices need replacing?

19. Is Wi-Fi (wireless) Internet access available for use by patrons with personal laptops or other wireless devices?

- Yes, it is available within the library and when the library is closed (for example, in the library parking lot)
- Yes, it is available for public use when the library is open, but is not available when the library is closed
- No, wireless access is not available, but there are plans to make it available within the next year
- No, wireless access is not available and there are no plans to make it available within the next year

20. Does your library allow users:

	Yes	Not now, but need to	No, not a need	In development
Access to the Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to word processing, printing, and other computer functions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to institutional resources (catalogs, databases, photographs, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to loans of eReaders and/or other mobile technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

21. Is your library the only place in the community where Internet access is free of charge?

- Yes, the library is the only place in the community that provides free Internet access.
- No, there are other places in the community that provide free Internet access services (for example, community technology centers, retail or food establishments, lodging facilities, public libraries, etc.)
- Our tribal library does not provide public internet access
- Don't know

Other (please specify)

22. Do you have a sufficient number of public computers with Internet access to meet the needs of your patrons?

- Yes, there are enough public computers with Internet access available for patrons who wish to use them during a typical day.
- No, there are consistently fewer public computers with Internet access than patrons who wish to use them throughout a typical day.

23. Does your library plan to add more public computers with Internet access in the coming year?

- Yes, we plan to add public computers with Internet access within the year
- No, we do not plan to add public computers with Internet access within the next year
- Unsure at this time if we will add public computers with Internet access within the next year
- Other (please specify)

24. Please identify the most important factors that affect your library's ability to add more public computers with Internet access:

	Strong effect	Some effect	Moderate effect	Little effect	No effect
Cost factors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance, upgrade, and general upkeep	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of staff to manage the use of the public access computers and users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of technical staff to install, maintain, and update the public access computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of bandwidth to support additional workstations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of electrical outlets, cabling, or other infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

25. If your institution provides public access computers and/or internet, is there a time limit on patron use?

- Yes
- No
- Other (please specify time limit and reason this is imposed)

## 8. Patron Services

26. Please identify the technology-related services that your library offers patrons.

	Library offers service on-site	Library offers service remotely	Library does not offer this service
Licensed databases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E-books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web/business conferencing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wi-fi Hot Spot Lending Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online instructional courses/tutorials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audio content (for example, music, audio books, other)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digitized special collections (archival materials such as photographs, letters, documents, other)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to digital cameras	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to recreational gaming consoles, software, or websites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to mobile computing devices (for example, netbooks, laptops)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to e-readers for accessing e-books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

27. Are there other services you would like your library to provide that it currently is not providing? Are there any services or programs you would like to highlight?

28. Which of the social media tools listed below does your library use to communicate with staff or engage your community?

	Do not use	Internal (staff training, development, communication)	External (communicating with library patrons, general public, marketing)
Facebook	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twitter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instagram	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LinkedIn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YouTube, Vimeo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Events (Eventbrite, Meetup.com, Eventful)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Photography (Flickr, Zoomr)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there other forms of social media or technology you use to communicate?

## 9. Patron Technology Training

29. Does your library offer any of the following formal or informal training classes for patrons? Check all that apply.

- We do not offer technology training
- We provide access to online training material
- We offer informal technology assistance
- We offer one-on-one technology training by appointment with library staff
- We offer formal classes in technology training

Other (please specify)

30. If you offer technology training or assistance, which of the following do you offer? Check all that apply:

- General computer skills (for example, how to use a mouse and keyboard, printing)
- General computer software use (for example, word processing, spreadsheets, presentations)
- General Internet use (for example, setting up e-mail or social networking, browsing the internet)
- General online Internet searching (for example, using Google, Yahoo or other search engines to locate information)
- Using your Online Public Access Catalog (OPAC)
- Using online databases (for example, using subscription-based databases to search and find content)
- Safe online practices (for example, not divulging personal information)
- Accessing online government information (for example, Social Security, Medicare, income taxes)
- Accessing online job-seeking and career-related information
- Accessing online health and wellness information
- Accessing investment information
- Accessing genealogy information
- Accessing consumer information
- Digital photography, software, and online applications
- Social media (for example, Facebook, YouTube, Twitter, blogging)
- We do not offer technology training

Other (please specify)

31. If you offer technology training, who provides the training? Who trains the trainers?



## 10. Technical Support and Web Site

32. Who provides information technology (IT) support at your library? For example, troubleshooting workstation problems, contracting for internet connectivity, managing your web page. Check all that apply.

- Library staff
- Library director
- Tribal Information Technology (IT) staff
- Outside vendors/contractors
- Volunteers

Is the IT support you receive sufficient? If not, what would you change?

33. Which of the following applies to your library?

- We don't have a website and don't need one
- We have a website but it needs improvement
- We don't have a website but need one
- We have a website and it meets our needs

34. If the library has a website, how is it managed? Check all that apply.

- The library does not have its own website but has a page within the tribal government's site
- The library has its own website
- Library staff may update content
- Library staff MAY NOT update content
- Other (please specify)

## 11. Bandwidth and Internet Service

35. What kind of Internet connectivity does your library have?

- Dial-up modem
- T-1 lines
- T-3 lines
- DSL
- Cable modem
- Integrated Services Digital Network (ISDN)
- Wireless broadband
- Fiber
- Satellite
- None
- Do not know

Other (please specify)

36. Please indicate the speed of your library's public access Internet connection. To determine speed, copy the following link <https://speed.measurementlab.net> into a new tab on your browser and report your upload and download speeds below.

Upload Speed

Download Speed

37. How would you characterize the overall speed of your library's Internet service over the last 90 days?

- Extremely Good
- Very Good
- Good Enough
- Not Very Good
- Terrible
- We don't have Internet Access

38. How would you characterize the reliability of your library's Internet service over the last 90 days?

- Extremely Good
- Very Good
- Good Enough
- Not Very Good
- Terrible

39. How often do your library patrons tell you that your library needs faster Internet access?

- Quite often
- Often
- From time to time
- Not very often
- Never
- Don't know

**12. Technology Needs**

40. Rate the importance to your library of each technology need shown below:

	Extremely important	Important	Not very important	Not at all important
More bandwidth to meet library customer demand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wi-fi access in the library facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24/7 wi-fi access outside the library facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hotspot lending program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maker Spaces with high tech equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Upgraded public computers and software.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More public laptops for in-library use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More public laptops for out-of-library use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More tablets or eReaders (iPads, Kindles, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More public desktop workstations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video conferencing equipment to access telehealth, continuing education, employment seminars, and distance learning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online digital literacy training for library patrons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In-library digital literacy training for library patrons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More technology training for staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free access to online subscription services, i.e., Ancestry.com	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there other technology programs/services not listed above that are needed in your library?

### 13. "Tribal Libraries Transform Lives" Success Stories and Model Programs

41. Libraries transform lives everyday. We would like to include stories about how your library has transformed lives in your community, especially if the stories can be related to technology and Internet access. We also are looking for model programs provided by tribal libraries that are providing exemplary technology services to community members. Do you have stories to share? If so, please describe below.

## 14. Additional Input

42. In your opinion, what are the top three action items that need to occur in order to improve digital inclusion in Native communities?

43. Is there anything else you would like to tell us about technology and Internet use and needs in your library?

## 15. Contact Information

Please add your contact information below to participate in the prize drawing and be recognized in the final report. All survey data collected is confidential and will not be tied to individual libraries.

44. Please provide your optional contact information below:

First:	<input type="text"/>
Last:	<input type="text"/>
Title:	<input type="text"/>
Library:	<input type="text"/>
Tribe:	<input type="text"/>
City and State:	<input type="text"/>
ZIP:	<input type="text"/>
Website:	<input type="text"/>
Email Address:	<input type="text"/>
Phone Number:	<input type="text"/>